

Liliana L Bove

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/2970432/publications.pdf>

Version: 2024-02-01

40
papers

2,492
citations

279798

23
h-index

345221

36
g-index

40
all docs

40
docs citations

40
times ranked

1925
citing authors

#	ARTICLE	IF	CITATIONS
1	Service worker role in encouraging customer organizational citizenship behaviors. <i>Journal of Business Research</i> , 2009, 62, 698-705.	10.2	350
2	Linking Service-Dominant Logic and Strategic Business Practice. <i>Journal of Service Research</i> , 2012, 15, 21-38.	12.2	260
3	Donating Blood: A Meta-Analytic Review of Self-Reported Motivators and Deterrents. <i>Transfusion Medicine Reviews</i> , 2011, 25, 317-334.	2.0	232
4	A customer's service worker relationship model. <i>Journal of Service Management</i> , 2000, 11, 491-511.	2.0	149
5	Service-Dominant Orientation: Measurement and Impact on Performance Outcomes. <i>Journal of Retailing</i> , 2015, 91, 89-108.	6.2	138
6	Customer relationships with service personnel: do we measure closeness, quality or strength?. <i>Journal of Business Research</i> , 2001, 54, 189-197.	10.2	131
7	A systematic review and meta-analysis of antecedents of blood donation behavior and intentions. <i>Social Science and Medicine</i> , 2013, 96, 86-94.	3.8	131
8	Reflections on discriminant validity: Reexamining the Bove et al. (2009) findings. <i>Journal of Business Research</i> , 2011, 64, 497-500.	10.2	128
9	Customer loyalty to one service worker: Should it be discouraged?. <i>International Journal of Research in Marketing</i> , 2006, 23, 79-91.	4.2	116
10	Employees' affective commitment to change. <i>European Journal of Marketing</i> , 2008, 42, 1346-1371.	2.9	112
11	Reciprocity as a key stabilizing norm of interpersonal marketing relationships: Scale development and validation. <i>Industrial Marketing Management</i> , 2009, 38, 60-70.	6.7	92
12	Exploring the determinants of the frugal shopper. <i>Journal of Retailing and Consumer Services</i> , 2009, 16, 291-297.	9.4	58
13	Empathy for service: benefits, unintended consequences, and future research agenda. <i>Journal of Services Marketing</i> , 2019, 33, 31-43.	3.0	53
14	Personality traits and the process of store loyalty in a transactional prone context. <i>Journal of Services Marketing</i> , 2007, 21, 507-519.	3.0	49
15	A Case Study of Teaching Marketing Research Using Client-Sponsored Projects. <i>Journal of Marketing Education</i> , 2009, 31, 230-239.	2.4	47
16	Understanding the plasmapheresis donor in a voluntary, nonremunerated environment. <i>Transfusion</i> , 2011, 51, 2411-2424.	1.6	47
17	Exploring the role of relationship variables in predicting customer voice to a service worker. <i>Journal of Retailing and Consumer Services</i> , 2005, 12, 83-97.	9.4	44
18	Perceived deterrents to being a plasmapheresis donor in a voluntary, nonremunerated environment. <i>Transfusion</i> , 2013, 53, 1108-1119.	1.6	43

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19	Does "true" personal or service loyalty last? A longitudinal study. <i>Journal of Services Marketing</i> , 2009, 23, 187-194.	3.0	42
20	Message framing and individual traits in adopting innovative, sustainable products (ISPs): Evidence from biofuel adoption. <i>Journal of Business Research</i> , 2016, 69, 3553-3560.	10.2	37
21	Contributing to well-being: customer citizenship behaviors directed to service personnel. <i>Journal of Strategic Marketing</i> , 2011, 19, 633-649.	5.5	34
22	A new perspective on the incentive"blood donation relationship: partnership, congruency, and affirmation of competence. <i>Transfusion</i> , 2012, 52, 1889-1900.	1.6	29
23	Asking for something different from our donors: factors influencing persuasion success. <i>Transfusion</i> , 2014, 54, 848-855.	1.6	26
24	Predicting Personal Loyalty to a Service Worker. <i>Australasian Marketing Journal</i> , 2002, 10, 24-35.	5.4	23
25	The nature and framing of gambling consequences in advertising. <i>Journal of Business Research</i> , 2015, 68, 2049-2056.	10.2	22
26	Exploring the effects of different reward programs on in"role and extra"role performance of retail sales associates. <i>Qualitative Market Research</i> , 2009, 12, 279-294.	1.5	16
27	Empowering social change through advertising co-creation: the roles of source disclosure, sympathy and personal involvement. <i>International Journal of Advertising</i> , 2016, 35, 149-166.	6.7	14
28	Negative experiences and donor return: an examination of the role of asking for something different. <i>Transfusion</i> , 2016, 56, 605-613.	1.6	13
29	Stigmatized Labour: An Overlooked Service Worker's Stress. <i>Australasian Marketing Journal</i> , 2013, 21, 259-263.	5.4	11
30	Relationship Strength Between a Customer and Service Worker. <i>Services Marketing Quarterly</i> , 2006, 27, 17-34.	1.1	10
31	The engagement of customers beyond their expected roles. <i>Journal of Strategic Marketing</i> , 2011, 19, 551-554.	5.5	10
32	Guest editorial: Marketing as an Integrator in Integrated Care. <i>European Journal of Marketing</i> , 2018, 52, 2194-2206.	2.9	7
33	Went in for Botox and left with a rhinoplasty. <i>Marketing Intelligence and Planning</i> , 2016, 34, 927-942.	3.5	5
34	"Doing Privacy": Consumers Search for Sovereignty through Privacy Management Practices. <i>Research in Consumer Behavior</i> , 2012, , 171-190.	0.3	4
35	What kind of donor are you? Uncovering complexity in donor identity. <i>Psychology and Marketing</i> , 2021, 38, 70-85.	8.2	4
36	Stigmatized service workers in crisis: mitigating the effects of negative media. <i>Journal of Service Theory and Practice</i> , 2015, 25, 551-567.	3.2	3

#	ARTICLE	IF	CITATIONS
37	The potential of marketing communications to protect social workers in times of crisis. Journal of Strategic Marketing, 2020, , 1-15.	5.5	1
38	Building and sustaining an anti-slavery business model: a tale of two fashion brands. Journal of Strategic Marketing, 0, , 1-27.	5.5	1
39	An Alternative Framing of Organ Donation Registration: The Collective Donor Behavioral Model. Nonprofit and Voluntary Sector Quarterly, 2021, 50, 531-550.	1.9	0
40	Examining the Public's Desire to Punish Socially Stigmatized Service Workers in Crisis: Can Empathy Buffer Anger?. Developments in Marketing Science: Proceedings of the Academy of Marketing Science, 2016, , 293-297.	0.2	0